

GLOBAL CONNECTION INC. OF AMERICA  
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GLOBAL CONNECTION INC. OF AMERICA

March 12, 2011

Mr. David Lacoste  
Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210

Subject: Global Connection Inc. of America  
F/K/A Global Connection of South Carolina, Inc.  
**1st** Quarter Service Quality Report **2011**  
Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **March 31, 2011** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,



Angela Briggs  
Paralegal

/acb  
Enclosure

RECEIVED  
MAR 17 2011  
PSC SC  
MAIL/DMS

A Communications Company

## SCPC CLEC - QUARTERLY SERVICE REPORT

### SOUTH CAROLINA OPERATIONS

1st Quarter Results

Jan, Feb, Mar 2011

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 1st Quarter / 2011

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of customer Access Lines	<u>1,577</u>	<u>1,562</u>	<u>1,502</u>
	<u>53</u>	<u>66</u>	<u>71</u>
Trouble Report / Access Line (%)	<u>3.36%</u>	<u>4.23%</u>	<u>4.73%</u>
Customer Out of Service Clearing Times (%)	<u>93%</u>	<u>91%</u>	<u>89%</u>
New Installs Completed within 5 Days (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations \_\_\_\_\_

Person Making Report / Contact Information Issa Elkhoury

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